



Water Works

August 2021



CFPUA switching to monthly billing

Starting in October 2021, CFPUA will move all customers to monthly billing.

Since CFPUA opened its doors in 2008, we have issued bills on a

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bimonthly basis. Many customers have requested over the years that CFPUA switch to monthly billing to make water and sewer bills more consistent with other household expenses.

A shorter billing period will also mean that customers' CFPUA bills will be smaller and easier to manage. Because bills will be issued monthly, the fixed rates that CFPUA charges for water and sewer will be half what they were on bimonthly bills.

Customers will receive their first monthly bills in **October or November**, depending on the day of the month upon which your bills are generated.

The change will not affect the rates that customers pay for CFPUA services, and customers will not need to re-enroll in Autopay.

[CFPUA Rates and Fees](#)

[Sweeney Treatment Enhancements Project](#)



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CONTACT US

Customer Service: (910) 332-6550

Engineering: (910) 332-6560

Human Resources: (910) 332-6570

Water Conservation Hotline: (910) 332-6566

Water/Sewer Emergencies: (910) 332-6565

Email: communications@cfpua.org

Learn more about Monthly Billing

New financial assistance program coming

We know that many customers are struggling to catch up with their bills following the COVID-19 pandemic. That's why CFPUA is partnering with New Hanover County and the City of Wilmington on a new financial assistance program for water and sewer bills.

While final preparations for the program are still underway, we expect to begin

enrolling customers in the coming weeks. We will be posting details, including eligibility criteria and information on the application process, at CFPUA.org.

Once the program is finalized, customers will be able to apply at www.CFPUA.org/Assist, or by contacting CFPWA Customer Service.

Sweeney filter enhancements move forward



Have questions about steps CFPWA is taking to address GenX and other PFAS? Watch this video on new Granular Activated Carbon filters coming to our Sweeney Water Treatment Plant. We plan to have the filters online in early 2022.



Construction on the new filter facility in August 2021

CFPUA lends a hand to local film



"Wilmywood" has earned its nickname in 2021, with record-setting film production taking place across the city. CFPUA was happy to assist one production filming this month in downtown Wilmington.

Netflix, currently filming a series in Wilmington, needed to feature a manhole in a scene. The production team worked with CFPUA to film at a site on North Front Street, with our staff on-site throughout the shoot to ensure the scene was completed safely.

The production's location manager also committed to a \$2,500 donation to [WATERway NC](#), a non-profit organization that raises funds to help Wilmington-area families maintain critical water and sewer services. CFPUA appreciates this generous contribution to help Wilmington families.

This is not the first time CFPUA has assisted a local film production. In the past year, 20th Century Fox production "Our Kind of People" and Blumhouse's "Black Phone" have both connected to water services to produce rain special effects. In 2014, superhero film "Max Steel" also shot scenes at the Sweeney Water Treatment Plant.

Employee Spotlight

Each month we introduce you to one of the more than 300 employees at CFPUA who work to provide you with the best water and wastewater services.



Judy Lawton
Executive Assistant

Name: *Judy Lawton*

Birthplace: *Milford, Massachusetts*

Department/Division: *Linear Assets & Project Management*

Position: *Executive Assistant*

Length of employment: *6 months*

Briefly describe your typical day at work: *A typical day of work for me is multifaceted and ever-changing. My daily responsibilities include multi-calendar management, oversight and creation of all agendas for our CFPUA Board and committee meetings, assisting our Administrative team with various projects and contracts, and providing notary services -- just to name a few.*

What do you enjoy most about your job? *How rewarding and challenging it is. I truly love coming to work each day and working with such an amazing and intelligent group of*

people that I continuously learn from.

Tell us about one of your biggest accomplishments or challenges while working at

CFPUA: *I feel my biggest accomplishments since starting at CFPUA have been acquiring my notary license and becoming a member of CFPUA's Emergency Management Team.*

What advice would you give to new hires? *Take pride in what you do, take advantage of any learning opportunities provided to you, and work hard. It will definitely get you noticed and appreciated in this organization and set you up for success.*

What's one thing you'd want customers to know about your department, position, or

CFPUA in general? *In my position, I get to see how much the people of this organization, regardless of the position they hold, truly care about ensuring the services that we are providing are safe, reliable, and of the best quality. I have been continuously amazed by what that means and what it takes to do that successfully organization wide.*

What do you like to do when you're not at work? *I love reading, spending time at the beach or pool, horseback riding, and, most of all, spending time with my family.*

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